

**Resolution**  
**NO. 36**  
of the Energy Regulatory Commission of the Republic of Armenia  
dated August 18, 1998  
City of Yerevan

**On the Procedures of Filing Inquiries and Complaints from Customers, and Their  
Processing and Decisionmaking**

In order to procedurize the activities aimed at the handling of inquiries and complaints from customers, pertaining to the Licensed Activity in the energy sector of the Republic of Armenia, as well as the activity of the ERC, the RoA Energy Regulatory Commission **resolves to:**

1. Ratify the Procedures of Filing Inquiries and Complaints from Customers, Processing and Decisionmaking (Appendix);
2. To the Head of the Legal Department (Mr. S. Arabajian):
  - a) organize a working group (Service) within the Legal Department to deal with the handling of inquiries and complaints from customers;
  - b) in the regular Commission meetings, present a summarized report on the above activities.
3. To determine that:
  - a) each week, on Tuesdays and Thursdays, from 3:00 p.m. to 5:00 p.m., one of the Commissioners (in accordance with the time-table and list) shall meet personally with customers. During those meetings the raised issues shall be recorded and processed in procedures defined in Item 1 of this Resolution.
  - b) Periodically (once in a month, as a rule), the Chairman or his Deputy shall arrange for a direct telephone hotline for clarifications to customers' inquiries and complaints. The mass media shall be notified in advance about such dates.

V. Movsesian  
Chairman of the RoA Energy Regulatory Commission

**Appendix**

**PROCUDURES  
of Handling the Customers' Inquiries and Complaints Addressed to the  
RoA Energy Regulatory Commission**

These Procedures are defining the process of filing, reviewing and decisionmaking on inquiries and complaints addressed to the RoA Energy Regulatory Commission from customers (physical or legal entities), pertaining to the licensed activities in the RoA energy sector and, also, referring to the activity of the ERC itself.

1. Physical and legal entities can submit their inquiries to the ERC verbally (by phone or otherwise) or in writing.
2. Those inquiries shall be registered in a special log kept for that specific purpose, in the Legal and Methodology Department of the ERC.
3. Verbal inquiries (by phone or otherwise) from customers shall be registered in a separate log kept for that specific purpose, along with the following data:
  - a) registration number and date of the inquiry;
  - b) name of the inquirer, i.e. the physical or legal entity;
  - c) address, telephone number and the zip code of the inquirer;
  - d) the subject matter;
  - e) who does the inquiry refer to: the ERC activity or the energy sector licensees.
4. The verbal inquiries can be recorded on a tape recorder and kept for the ERC records upon the consent of the applicant.
5. Clarifications of issues addressed to the ERC can be provided both verbally and/or in writing.

6. In the instances when the customer is not satisfied with the verbal answers to his inquiries, he has the right to refer his inquiry in a written form to the Commission and demand the commission's respond in writing in established procedures.
7. Inquiries referring to the contractual relationships between supplier and consumer as well as the observance of license provisions by the supplier shall be put in motion at the ERC only if the consumer has addressed the issue to the supplier prior to turning to the ERC and has received no satisfactory answer to his inquiry.
8. After the filing with the ERC in set procedures, the submitted inquiries in writing shall be forwarded to the Legal and Methodology Department of the ERC for registration, review and response.
9. The ERC may suggest that verbal inquiries from customers be submitted in writing, if needed.
10. After being registered in the aforementioned logs, the Legal and Methodology Department shall initiate action and prepare a response.
11. In instances when an issue requires involvement of other ERC Departments or the Commissioners themselves, the Head of the Legal Department shall inform the ERC Chairman about it, after which the Chairman shall issue instructions on corresponding review process.
12. In instances when the customers inquiries and complaints require clarifications from energy sector licensees, they will be referred to the appropriate addressee along with an accompanying note stating the deadlines for clarification.
13. The ERC shall arrange a discussion with participation of the interested parties, if needed.
14. If, as a result of the discussions, there is a need for additional investigation on site, an ERC representative shall be assigned the task, in accordance with the Chairman's directions.
15. The maximum period allowed for responding to the customers' inquiries is 10 days, except those cases when there is a need for additional investigation or clarification, involving other organizations.